 **RAJASEKAR CHINNASAMY**

  +91 8095462472  razzakyuvi@gmail.com

**Professional Summary:**

* Overall IT experience of around 8 years in Application Development & Support and around **4 years of relevant SFDC experience** in configuration,design, development, and deployment.
* 5X Certified Salesforce Professional primarily as **Salesforce Certified Application Architect** with applicationdesign, development, deployment, and maintenance.
* Experienced in Salesforce Customization, **Lightning Development, APEX and** **Visualforce**.
* Experienced in Salesforce.com configuration in creating the Custom Objects, various types of **Custom fields, buttons, links, Record types, Page layouts, User Profiles, Workflows, Approvals and Validation Rules**.
* Experienced in implementing **Apex Classes, Visualforce Pages, Triggers, Test Classes and Lightning Components** to achieve complex business functionalities.
* Experienced in implementing Salesforce Security Model using **Profiles, Permission Sets, OWD, Roles and Sharing Rules**.
* Experienced in customizing standard objects Leads, Campaigns, Accounts, Contacts, Opportunities, Products, Quote, Orders and Cases.
* Basic Knowledge in **Einstein Analytics (Tableau CRM) and Salesforce CPQ**.
* Experienced in Deployment tools like **Workbench Metadata, GitHub-Bitbucket and Jenkins.**
* **Basic Knowledge in integrating SF with Other systems and SF-SF integration using Connected App settings and Rest API capability.**
* Keen towards using Salesforce Products/Solutions to deliver business requirements.
* Ability to prepare design documents as per the Software requirements
* Possess excellent communication and interpersonal skills, agreeable personality, positive attitude and perseverance to undertake challenging jobs.
* Committed, result oriented, Innovative person with quest and zeal to learn new technologies.

**Technology Skills:**

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| **Salesforce.com** | Salesforce Configurations, Apex programming, Visual force, Aura Classes & Aura Components in Lightning Platform & SLDS, basic LWC ,Tableau CRM and CPQ |
| **Tools**  | Data Loader, Workbench, Eclipse Force.com IDE, VS Code IDE |
| **Web Application**  | HTML,CSS,Javascript, Visualforce |
| **Database** | SQL, SOQL & SOSL |

**Professional Experience:**

* Working as Application Development Senior Analyst at **Accenture** from 22nd Nov 2019 – present
* Worked as Technology Analyst at **Infosys Limited** from 22nd April 2013 – 19th Nov 2019

**Certifications:**

* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Sharing & Visibility Designer
* Salesforce Certified Data Architecture & Management Designer
* Salesforce Certified Application Architect.
* Copado Certified Administrator

**Educational Qualification:**

* **B. E** from Anna University, Chennai in 2012.

**Project Experience**

**Project :** Unilever - EU

**Role** **:** SFDC Lead Developer

**Description :** Salesforce Platform team in handling application development, enhancement and maintainence activities.

**Responsibilities:**

* Responsible for requirement gathering from client and provide complete development timelines and support to ensure the committed work is done effectively.
* Responsible in leading the platform team in various development activities and go-live support.
* Designed and developed Lightning components for various functional needs in the application wherein the business end users can make use of it.
* Customized lightning record, home and app pages using lightning app builder for various functional and design needs.
* Developed Apex Classes, Apex Triggers, workflows, and approval process in the lightning UI based on logical requirements.
* Worked on migration of Unilever applications from Classic to Lightning UI.
* Developed batch classes to automate transactional data creation from the incoming master data and automated escalation matrices for certain business critical applications.
* Remediate and work on possible service improvements in existing unilever applications
* Working on enhancing and improving performance in certain business-related applications.
* Document the automation related use cases for certain applications required by the Salesforce Testing Team
* Help team in technical feasibility and on code level changes as required at the application level.

**Project :** Agile Planner – Managed Packaged Solution

**Role :** Salesforce Developer - Lightning

**Description :** Developed an Agile Solution as a managed package in Salesforce using which one can manage their e2e project requirements.

**Responsibilities:**

* Designed and developed Lightning components for various functional needs in the application.
* Developed progress bar component for identifying the completion % of the entity and its related records.
* Customized lightning record, home and app pages using lightning app builder for various functional and design needs.
* Developed Apex Classes, Apex Triggers, workflows and approval process in the lightning UI based on logical requirements.
* Created rollup summary fields for child objects’ data in a lookup relationship to incorporate data onto the parent.
* Created various junction objects to manage user assignments and related data on various objects in an agile methodology.
* Developed custom Kanban boards for various entities to incorporate additional data interpretation for the users to have a clear picture of its progress.
* Created and customized the reports and dashboards as per the User visibility requirements.
* Created custom project/release/sprint burn down charts, Sprint velocity graph and traceability reports in the application

**Project** **:** Channel Partner Management – Managed Package

**Role** **:** Salesforce developer - Lightning

**Description** **:** Worked in developing a Partner Management Solution as a Managed package using which the complete B2C processes can be achieved seamlessly between certified partners and worthy customers.

**Responsibilities:**

* Customized the Partner On-boarding form by which Partners can self-register on the portal with appropriate information along with their trainings & certifications.
* Automated the Lead conversion process upon the approval of a Lead by Channel Managers.
* Developed the view for Opportunity/Deal creation for a customer by a channel partner on the partner community portal.
* Created approval processes for the Channel Manager notification to approval a Lead / Deal based on selective criteria.
* Added mandatory custom duplicate lead/deal checks for the Channel Manager to check before approving the Lead/Deal.
* Worked on adding Knowledge articles and Common FAQs on the Partner community portal.
* Worked on the Einstein Bot capability to automate customer interaction for various use cases.
* Worked on syncing the product selection and creation of quote for an Opportunity.
* Working on utilising the Salesforce CPQ capabilities to establish a lightning path of B2C process right from product configuration to order submission.

**Project :** Marvell Technology Group Ltd.

**Role** **:** SFDC developer

**Description :** This project is about managing Marvell sales and services by using Salesforce.com

**Responsibilities:**

* Developed Approval process, email alerts and email templates in Opportunity object.
* Worked in Case Management, which includes creation of custom visualforce page, email-to-case functionality, email, services to add case comment, Assignment Rules and page layouts.
* Developed wrapper class to include different object data and display selected records.
* Developed test classes to check all the test cases and to increase code coverage.
* Developed a trigger on opportunity object to create incident record on change of opportunity stage.
* Resolved production issues from sales and service clouds, tested and deployed it successfully.

**Project :** Gap Inc.

**Role** **:** Middleware Admin

**Description :** Objective is end-to-end infrastructure support project involving requirements elaboration, design, implementation and support

**Responsibilities:**

* Responsible for understanding the client’s requirements, devising and proposing a feasible solution with a proper workaround.
* Worked on resolving incidents raised for ecommerce websites issues such as site down, category and product pages not loading and checkout issues.
* Day to day administration and maintenance of the Web Sphere MQ including queue managers and queues and all interconnecting channels on our servers
* Resolving incident tickets like channel break down and listener abnormal end on boxes.
* Troubleshooting MQ issues with queues, queue connection factories, listeners and channels

**Personal Profile**

**Marital Status:** Single

**Nationality:** Indian

**DOB:** 25th of July 1990

**Linguistics Abilities**: English – Read, Write, Speak

 Tamil – Read, Write, Speak